

Self Service Enrollment | Password Reset | Unlocking Account

How to enroll for the self-service password reset portal

Purpose: To use self-service password reset, you first need to enroll in the new portal. This is a one-time process. When you login for the first time you will be able to select a security question/answer and image.

Steps for self-service portal enrollment


1. Go to <http://www.northernborder.com> → Customer Activities → Password Reset

The screenshot shows the Northern Border Pipeline Company website. On the left is a navigation menu with 'Customer Activities' expanded to show 'Password Reset'. The main content area features a map of the pipeline system with nodes labeled (POM, BUFO, WATF, GLEN, WELC, WENT, ACKL, HARP, MANE, CHAN, NHHV). A legend explains the map's color coding for capacity and nominations. Text on the page describes the pipeline's role in transporting Canadian gas and receiving U.S. gas. Logos for TC PipeLines, LP and ONEOK PARTNERS are visible at the bottom.

2. Enter login details: Enter NBP User Name → Enter NBP Password → Click Sign In


The screenshot shows the TC Energy sign-in page. It features the TC Energy logo at the top, a placeholder for a user profile picture, and a 'Sign In' button. Below are input fields for 'Username' (with 'NBB Username' as a placeholder) and 'Password' (with masked characters). There is a 'Remember me' checkbox and a 'Sign In' button at the bottom. A link for 'Need help signing in?' is located at the very bottom.

3. Enter Enrolment Details: **Select a security question** → **Enter Answer** → **Select Your Security Image**













 Choose a forgot password question

What is the food you least liked as a child? ▾

Answer

 Click a picture to choose a security image

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

4. Save the information: **Click SAVE**. Your enrollment is complete.

How to self-reset my NBP password

Purpose: Outlining the steps to reset the NBP Password.

Steps for self-password reset

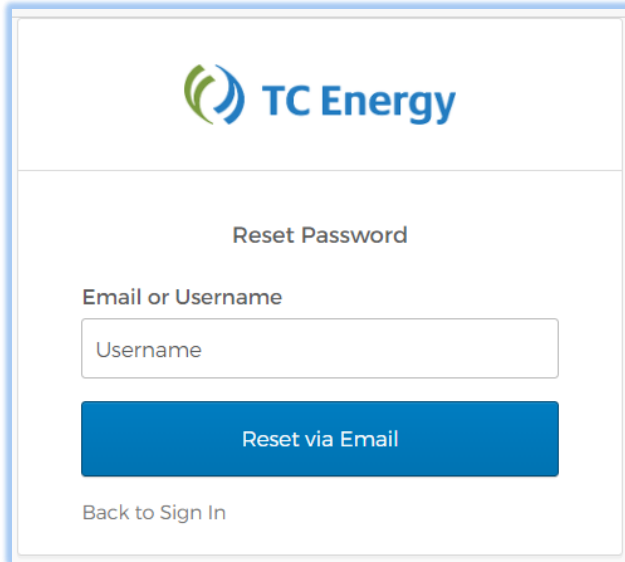
1. Go to <http://www.northernborder.com> → **Customer Activities** → **Password Reset**

The screenshot shows the Northern Border Pipeline Company website. On the left is a navigation menu with 'Customer Activities' expanded to show 'Password Reset'. The main content area includes a map of the pipeline system with various nodes labeled (FCKM, BLFO, GLEN, WELC, WENT, ACKI, HARP, CHAN, NBYL). A legend explains the map's color coding for capacity and nominations. Text on the page describes the pipeline's role in transporting Canadian-sourced natural gas and provides contact information for nominations and scheduling.

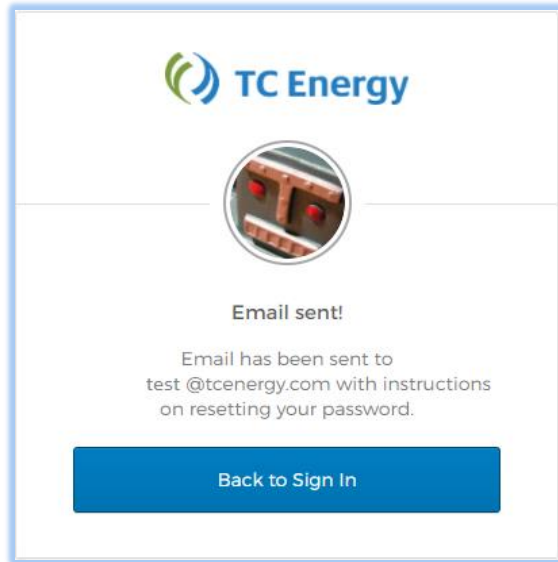
2. Select forgot password option: **Click “Need help signing in”** → **Click “Forgot password?”**

The screenshot shows the TC Energy sign-in page. It features a 'Sign In' button and a 'Remember me' checkbox. Below the sign-in options, the links 'Need help signing in?' and 'Forgot password?' are highlighted with orange boxes. Other links like 'Unlock account?' and 'Help' are also visible at the bottom of the form.

3. Submit Request: **Enter Username** → **Click Reset via Email**

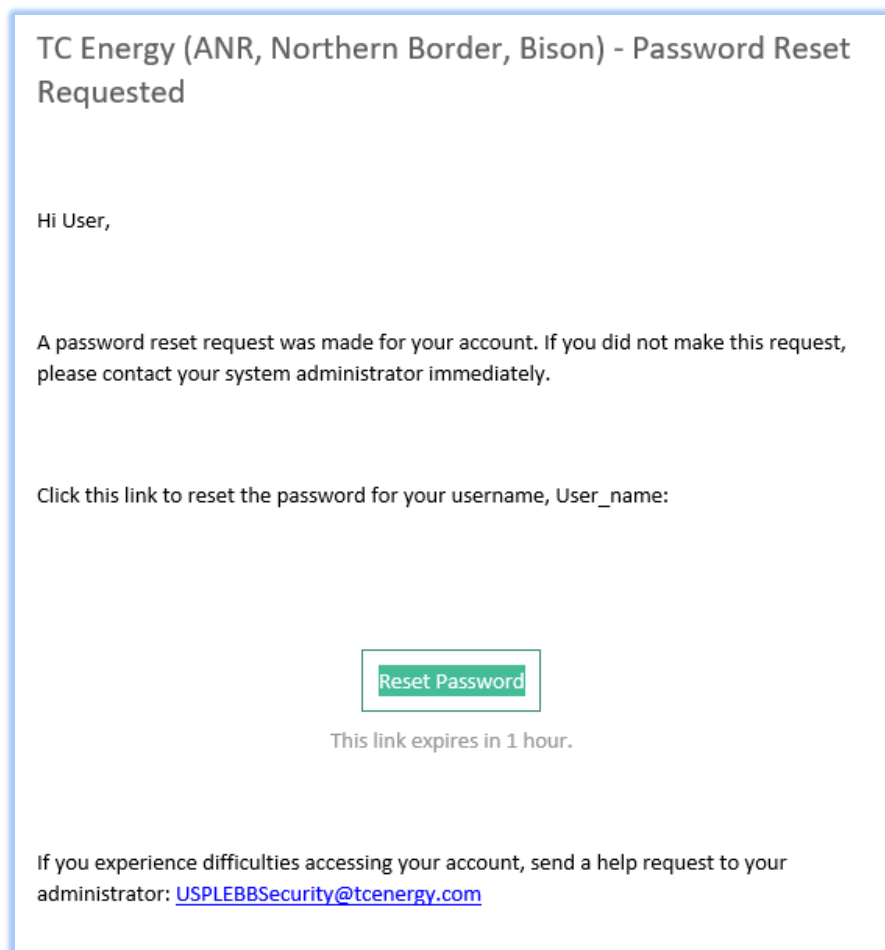


The screenshot shows the TC Energy password reset request form. At the top is the TC Energy logo. Below it, the text "Reset Password" is centered. Underneath, there is a label "Email or Username" above a text input field containing the word "Username". Below the input field is a large blue button labeled "Reset via Email". At the bottom left, there is a link "Back to Sign In".



The screenshot shows the TC Energy password reset confirmation page. At the top is the TC Energy logo. Below it is a circular image of a circuit breaker. Underneath, the text "Email sent!" is centered. Below that, it says "Email has been sent to test @tcenergy.com with instructions on resetting your password." At the bottom is a large blue button labeled "Back to Sign In".

4. Initiate Reset: **Receive Password Reset Email** → **Click Reset Password**



The screenshot shows an email from TC Energy (ANR, Northern Border, Bison) titled "Password Reset Requested". The email content includes: "Hi User,", "A password reset request was made for your account. If you did not make this request, please contact your system administrator immediately.", "Click this link to reset the password for your username, User_name:", a button labeled "Reset Password", and "This link expires in 1 hour." At the bottom, it says "If you experience difficulties accessing your account, send a help request to your administrator: USPLEBBSecurity@tcenergy.com".

5. Authenticate: **Enter Answer for the Security Question** → **Click Reset Password**

TC Energy

Answer Forgotten Password Challenge

What is your favorite movie quote?

.....

Show

Reset Password

Back to Sign In

6. Enter New Password: **Enter New Password** → **Confirm Password** → **Click Reset Password**

TC Energy

Reset your Okta password

Password requirements:

- At least 15 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 24 passwords
- At least 1 day(s) must have elapsed since you last changed your password

New password

Repeat password

Reset Password

Sign Out

7. **Your password is reset now**

How to self-unlock my account

Purpose: Outlining the steps to unlocking the NBP Account.

Steps for self-account unlock

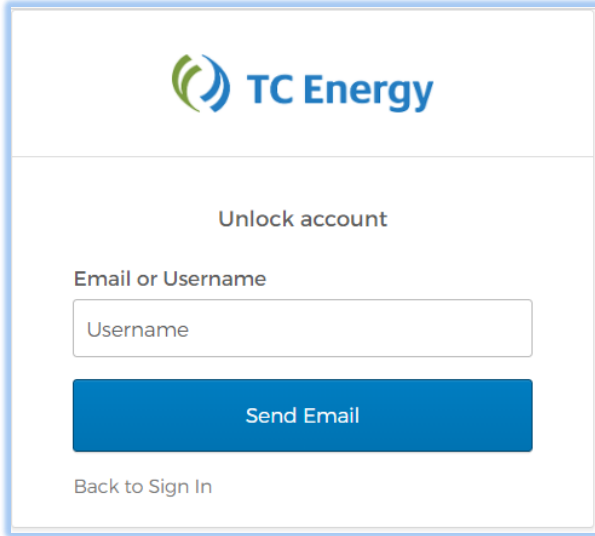
1. Go to <http://www.northernborder.com> → **Customer Activities** → **Password Reset**

The screenshot shows the Northern Border Pipeline Company website. On the left is a navigation menu with 'Customer Activities' expanded to show 'Password Reset'. The main content area features a map of the pipeline system with various nodes labeled (PORA, BUFO, WATF, GLEN, WTLG, WENT, ACKL, WANE, HESP, CHVN, NDAY). A legend explains the map's color coding for capacity and nominations. Text on the page describes the pipeline's role in transporting Canadian and synthetic natural gas. Logos for TC PipeLines, LP and ONEOK PARTNERS are visible at the bottom.

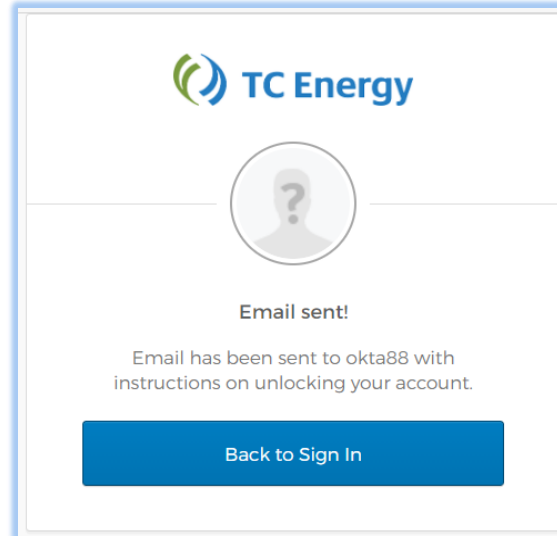
2. Select forgot password option: **Click “Need help signing in”** → **Click “Unlock Account?”**

The screenshot shows the TC Energy login page. It includes the TC Energy logo, a 'Sign In' button, and input fields for 'Username' and 'Password'. Below the password field is a 'Remember me' checkbox. At the bottom, there are links for 'Need help signing in?', 'Forgot password?', 'Unlock account?' (highlighted with an orange box), and 'Help'.

3. Submit Request: **Enter Username** → **Click Send Email**

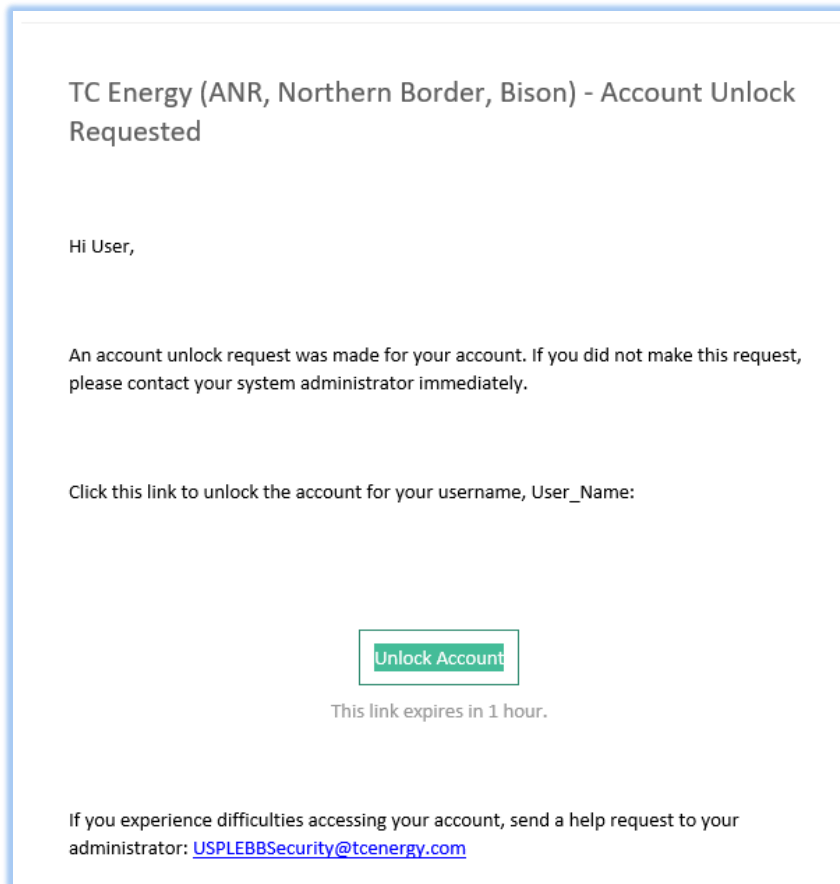


The screenshot shows the TC Energy logo at the top. Below it is the heading "Unlock account". There is a label "Email or Username" above a text input field containing the word "Username". Below the input field is a blue button labeled "Send Email". At the bottom left, there is a link "Back to Sign In".



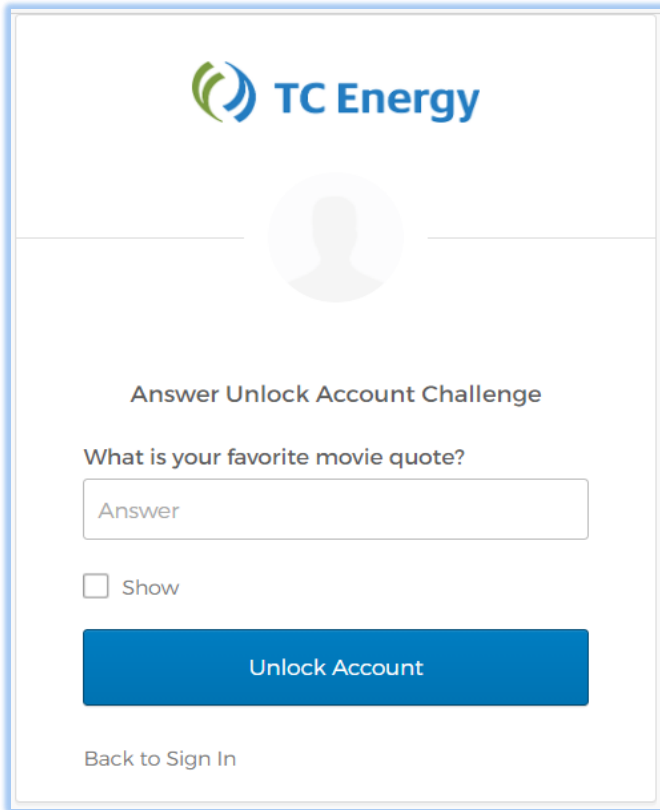
The screenshot shows the TC Energy logo at the top. Below it is a circular icon containing a question mark. Below the icon is the heading "Email sent!". Underneath, there is a message: "Email has been sent to okta88 with instructions on unlocking your account." At the bottom, there is a blue button labeled "Back to Sign In".

4. Initiate Account Unlock: **Receive Unlock Account Email** → **Click Unlock Account**



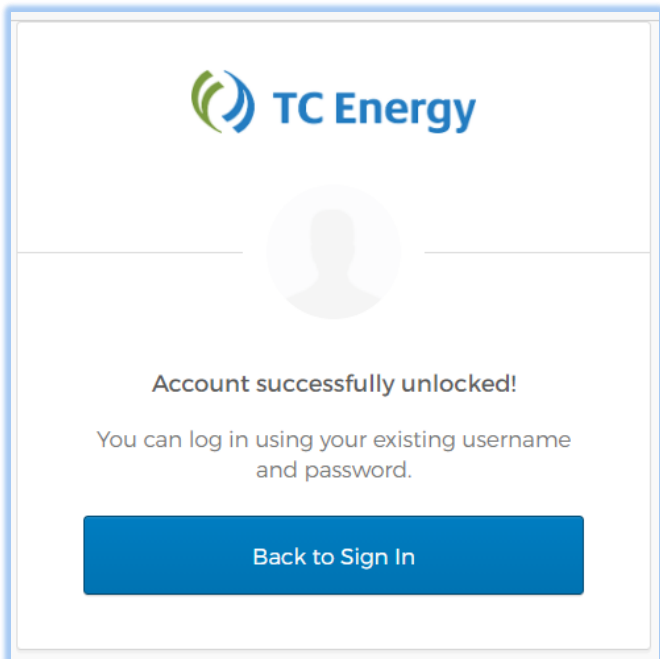
The screenshot shows an email from TC Energy (ANR, Northern Border, Bison) with the subject "Account Unlock Requested". The email content includes: "Hi User," followed by a paragraph: "An account unlock request was made for your account. If you did not make this request, please contact your system administrator immediately." Below this is a line: "Click this link to unlock the account for your username, User_Name:" followed by a green button labeled "Unlock Account". Underneath the button, it says "This link expires in 1 hour." At the bottom, there is a footer: "If you experience difficulties accessing your account, send a help request to your administrator: USPLEBBSecurity@tcenergy.com".

5. Authenticate: **Enter Answer for the Security Question** → **Click Unlock Account**



The screenshot shows the TC Energy logo at the top. Below it is a placeholder for a user profile picture. The main heading is "Answer Unlock Account Challenge". The question is "What is your favorite movie quote?". There is a text input field with the placeholder text "Answer". Below the input field is a checkbox labeled "Show". At the bottom of the form is a blue button labeled "Unlock Account". A link "Back to Sign In" is located at the bottom left of the form area.

6. **Your account is now unlocked**



The screenshot shows the TC Energy logo at the top. Below it is a placeholder for a user profile picture. The main heading is "Account successfully unlocked!". Below the heading is the text "You can log in using your existing username and password.". At the bottom of the form is a blue button labeled "Back to Sign In".